

## Setting up parental controls on Netflix

Many families have signed up for a video on demand online service. But how do you manage what your children watch – or buy? This handout is the first of a series for parents looking at how to set up effective parental controls on video on demand services online, and how to prevent young people spending money on the service that you don't want them to.

To start, we look at one of the most successful service provider: Netflix.

# NETFLIX

Netflix is a paid-for on-demand online video streaming service.

Once subscribed, you can watch Netflix content on a desktop computer, smartphone, tablet, some smart TVs and Blu-ray players, media streaming players such as AppleTV and Chromecast, games consoles PS3, PS4, Wii, WiiU, Xbox 360, XboxOne, and set top boxes from BT, Virgin, TalkTalk, Sony, Philips and YouView.

You can create up to 5 accounts within one subscription, controlled by a password-protected master account. Each of these accounts can be set to show age-appropriate content, with one master account controlling what the others watch.



## To set up parental controls:

- Find parental controls on your **Account** page, under **Manage Profiles**.
- You will be asked to set them up when you first subscribe, and you can change them any time, providing you have your password.
- This includes setting up a PIN code. Choose a number your child won't guess (eg: not any of your family members' years of birth)

**Parental Controls**

Parental Control PIN (4 digits)

Your PIN is required for anyone to watch content above the selected level.

0 0 0 0

**PIN Protection Level**

Content for **Adults and up** protected by PIN.

Little Kids (U) | Older Kids (PG) | Teens (12A, 12) | Adults (15, 18, R18)

Save Cancel

- Set up a separate account for each member of the family (up to 5) and tailor the settings to the age of the individuals by choosing one of four maturity levels, which determines what they will be able to view: Little Kids, Older Kids, Teens and Adults.

**Edit Profile**

Phil  Child?

Language: ENGLISH

Allowed TV programmes and films: ALL MATURITY LEVELS

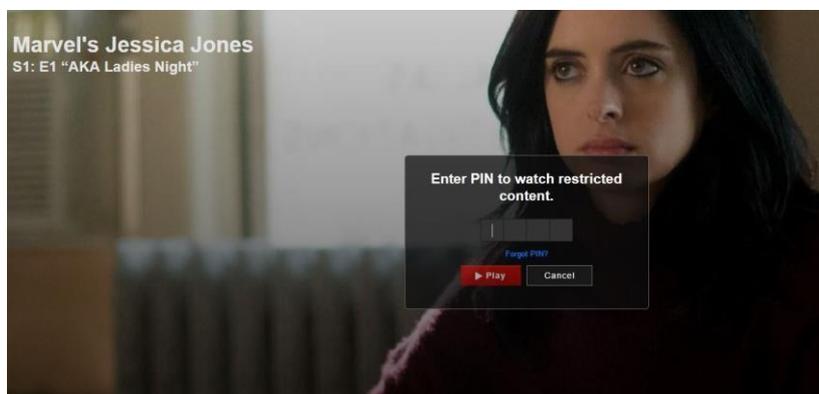
For little kids only  
For older kids and below  
For teens and below  
All maturity levels

SAVE DELETE PROFILE

- If you just want to view child-friendly content on any account, choose the **Kids** link at the top of the screen. This automatically limits your options to child-friendly ones.



- Once set, they apply to all devices you then associate with that account, using the password you create. If your children are watching Netflix on their smartphone or PS4, they can't change the maturity level of what they watch without the PIN.
- Click on the profile you would like to edit and follow the on screen instructions.
- In theory, a child can click on an adult's icon on the same account, but they will be asked for the account PIN before they can watch any adult content.



- Be aware that once you have entered a PIN you won't be asked again on that device until you sign out of your account. Remember to log out of the device or the desktop site on a PC or laptop if a child could use it after you or they will be able to watch content at whatever level you are set at.
- As an additional safety feature, you receive an email if you update your PIN. But be aware that Netflix will state what your new PIN is in this email, so make sure your child can't access your email account if you want to keep it from them.

### **A note on purchase restrictions**

- Once subscribed to Netflix, there are no additional costs on top of the monthly subscription so there are no in-service purchase options to restrict.

### **In closing**

- Netflix makes parental controls easy to set up. Once set, they apply to all devices linked to that account.
- Keep your PIN code safe from your child if you wish to restrict their viewing.
- If you don't want your child to know the PIN code to your account, make sure they don't have access to your email account as Netflix emails you your new PIN code if you re-set it.

